

Ohio Department of Job & Family Services

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial 3.0H – Adult and Child (with chronic conditions)
Languages	English
Additions/Changes to Instruments	None
Purpose of Project	<ul style="list-style-type: none"> • Accreditation • Establish Statwide performance measures • Publish progress reports

Survey Administration

Administered Since	1999; administered every year.
Administration Mode	HEDIS protocol (mail with telephone followup).

Uses of Survey Results

Reporting	The Department submits survey results to NCQA for accreditation, and publishes a yearly progress report for consumers and other stakeholders that it posts on its Web site.
Quality Improvement	The Department establishes performance standards based on the survey results. Plans can but are not required to implement quality improvement programs, but they are expected to meet the performance standards.
Marketing/Publicity	
Pay-for-Performance	If a health plan exceeds an established minimum score for the “overall rating of health plan” measure, they receive a performance payment.

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